

0345 AA

## CITY OF RIVERSIDE

0347 AA (C)

07/27/06

0353 SR

## HUMAN RESOURCES DEPARTMENT

0356 SR (NC)

0360 EA

Revised

## CLASSIFICATION SPECIFICATION

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**TITLE:** ADMINISTRATIVE ASSISTANT  
SENIOR ADMINISTRATIVE ASSISTANT  
SENIOR ADMINISTRATIVE ASSISTANT (NON-CLASSIFIED)\*  
EXECUTIVE ASSISTANT

**DEFINITION**

To perform a variety of highly responsible and complex secretarial and administrative support duties to a Division Head, Department Head, City Manager, elected official or designee handling administrative details and coordination of day-to-day office operations; to supervise clerical staff; and to do related work as required.

\*Positions designated as Non-Classified are exempt from the classified service. The Incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager.

**DISTINGUISHING CHARACTERISTICS**

The Administrative Assistant Series encompasses three levels of work. A position in this series is distinguished from other administrative support classes by the higher degree of independent judgment required; a thorough knowledge of divisional, department, and City-wide procedures and policies; and the ability to choose among a number of alternatives in performing a variety of complex assignments without instruction and in scheduling and completing work. Incumbents routinely handle highly confidential and sensitive information; may serve as staff support on internal and external committees, may have budget preparation and administration responsibility; and may represent the City and/or City executive/elected officials as required.

Administrative Assistant: Incumbents in this class perform confidential and complex secretarial duties for one or more individuals serving at the Division Head level in a medium to large department. Work involves use of independent judgment requiring a thorough knowledge of divisional procedures and policies and the ability to choose among a limited number of alternatives in performing a variety of assignments without instruction and in scheduling and completing work.

Senior Administrative Assistant: Incumbents in this class perform confidential and complex secretarial duties for one or more individuals serving at the Department Head level. Work involves a high degree of independent judgment requiring a thorough knowledge of department procedures and policies and the ability to choose among several alternatives in performing a variety of assignments without instruction and in scheduling and completing work.

Executive Assistant: Incumbents in this class are distinguished from the Senior Administrative Assistant class by the primary responsibility of administrative support to the highest level City executive or elected officials. Work involves the highest degree of independent judgment and knowledge of City-wide policies and procedures.

**REPORTS TO:** Department Head, Division Head, City Manager, elected officials, or designee as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Administrative Assistant: Receives general supervision from the Division Head. May exercise close to general supervision over clerical staff as assigned.

Senior Administrative Assistant: Receives general supervision from the Department Head. May exercise close to general supervision over clerical staff as assigned.

Executive Assistant: Receives general direction from the City Manager, elected officials, or designee. Exercises general supervision over clerical staff as assigned.

## EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

### Administrative Assistant:

- \$ Perform a wide variety of responsible, and confidential duties for designated individuals at the Division Head level.
- \$ Interpret and apply divisional policies and procedures in responses to inquiries and make appropriate referrals.
- \$ Review, log, prioritize, and route correspondence.
- \$ Act as receptionist, screen calls and visitors, and refer inquiries as appropriate.
- \$ Take and transcribe dictation from rough draft, shorthand notes, or recordings.
- \$ Maintain appointment schedules, daily calendars, and make travel arrangements.
- \$ Assist in agenda preparation, gather information, and contact meeting participants.
- \$ Gather, organize, and prepare information for routine reports.
- \$ Recommend organizational or procedural changes affecting administrative support activities.
- \$ Maintain a variety of files and records of information.
- \$ Maintain manuals and update resource materials.
- \$ May serve as secretary and/or administrative staff to a board or commission preparing the agenda and taking minutes of meetings.
- \$ Assist in the assigning, supervision, and participation in the work of the administrative support section of an assigned department or division.
- \$ Review work upon completion for conformance to divisional requirements.

### Senior Administrative Assistant:

In addition to the above, duties may include, but are not limited to, the following:

- \$ Perform a wide variety of complex, responsible, and confidential duties for designated City executives.
- \$ Respond independently to letters and general correspondence of a routine nature.
- \$ Compile and maintain complex and extensive records for a department.
- \$ Coordinate civic and social engagements as well as special events.
- \$ Participate in the preparation and administration of office budget.
- \$ Compile reports and agendas insuring materials are submitted on time by various departments and divisions; contact participants and coordinate meetings; complete and distribute follow-up reports.

### Executive Assistant:

- \$ In addition to the above, duties may include, but are not limited to, the following:
- \$ Perform specialized projects including collecting, compiling, and summarizing information obtained.

- \$ Serve on various internal and external committees; represent the City and/or City executive/elected official as required.
- \$ Assist in developing, analyzing, and evaluating policy and procedures.
- \$ Coordinates activities, events, and correspondence involving all City departments/department heads.
- \$ May select, train, supervise, and evaluate subordinates.

**QUALIFICATIONS** (Varies depending upon assignment)

**Knowledge of:**

Administrative Assistant:

- \$ English usage, spelling, grammar, and punctuation.
- \$ Organization and procedures of division to which assigned.
- \$ Modern office methods and standard office equipment usage.
- \$ Computer software including word processing applications at an advanced level.
- \$ Reception and telephone techniques.
- \$ Principles and practices of classifying, indexing, processing, retrieving, and controlling a large volume of records.
- \$ Principles of supervision and training.
- \$ Modern office administration practices and procedures.
- \$ Principles and practices of effective business communication.
- \$ Rules and procedures governing the notice and conduct of public meetings.
- \$ Record keeping, account maintenance, and purchasing practices and procedures.
- \$ City Boards and committees.

Senior Administrative Assistant:

In addition to the above, knowledge of:

- \$ Organization, procedures, ordinances, and rules applicable to department to which assigned.
- \$ Procedures, and operating details of municipal government; city-wide policies and procedures.
- \$ Advanced record keeping principles and procedures.
- \$ Arithmetic and accounting methods.
- \$ Department policies and procedures.

Executive Assistant:

In addition to the above, knowledge of:

- \$ Research techniques, sources, and availability of information.
- \$ Report writing and presentation.
- \$ Communications/media services and resources.
- \$ Employment selection practices and principles.

**Ability to:**

Administrative Assistant:

- \$ Plan, organize, and carry out secretarial work to meet deadlines.
- \$ Receive highly sensitive information and maintain confidentiality.
- \$ Understand and carry out oral and written directions.
- \$ Operate a personal computer terminal and utilize various software and/or word processing techniques.
- \$ Communicate clearly and concisely, both orally and in writing.
- \$ Maintain division head=s working calendar and schedule appointments and meetings.
- \$ Establish and maintain cooperative-working relationships with those contacted in the course of work.
- \$ Assist in compiling and maintaining complex records and preparing technical reports for a division.
- \$ Work independently in the absence of supervisor.
- \$ Plan, organize, and supervise the work of other clerical staff.
- \$ Perform relatively complex arithmetic and statistical calculations and computations rapidly and accurately.
- \$ Interpret and apply administrative and divisional rules, policies, and procedures.
- \$ Analyze situations carefully and adopt effective courses of action.
- \$ Compose correspondence and business letters from brief instructions.

Senior Administrative Assistant:

In addition to the above, ability to:

- \$ Interpret and apply administrative and departmental rules, policies, and procedures.
- \$ Compose correspondence independently.
- \$ Compile and maintain complex and extensive records and files for a department.
- \$ Represent the department using good judgment, poise, tact, and diplomacy.
- \$ Supervise, train, and evaluate subordinates.
- \$ Establish and maintain professional effective working relationships with diverse groups and individuals.

Executive Assistant:

In addition to the above, ability to:

- \$ Assist in developing, analyzing, and evaluating policy and procedures.
- \$ Consistently and predominately perform at a significant level of delegated responsibility and authority involving the technical and public relations aspects of the office functions to which assigned.

### **Education and Experience:**

#### Administrative Assistant:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by specialized administrative support/business related courses.

Experience: Three years of experience performing complex and responsible office and administrative duties, preferably including some secretarial support work for one or more managers.

#### Senior Administrative Assistant:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by specialized administrative support/business related courses.

Experience: Four years of experience performing complex and highly responsible office and administrative duties of which at least one year involved secretarial support work for one or more managers. Municipal/public sector government experience is highly desirable.

#### Executive Assistant:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade supplemented by specialized administrative support/business related courses. An Associates Degree is preferred.

Experience: Five years of experience performing increasingly complex and highly responsible office and administrative support work of which at least two years involved administrative support work for one or more managers. Municipal/public sector government experience is highly desirable.

**MEDICAL CATEGORY:** Group 1

### **NECESSARY SPECIAL REQUIREMENT**

All levels require a minimum keyboarding ability of 50 words per minute, or demonstrated proficiency at an advanced level in Word or Word Perfect.

Possession of, or ability to obtain, an appropriate, valid, Class AC@ California Motor Vehicle Operator's license.

### **CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Administrative Assistant

**TO:** Senior Administrative Assistant

**TO:** Executive Assistant

**TO:** Administrative Analyst